

## **“This Page Cannot Be Displayed” Error Message**

There were reports from some divisions that were chronically experiencing Page Cannot Be Displayed errors when they were running EIMS Reports using Microsoft's Internet Explorer.

One of the temporary workarounds was to change browser to either Netscape or Firefox/Mozilla.

However, the best approach to fixing Internet Explorer is the following two steps:

### **Step 1.**

Install the following patches:

1. MS06-001
2. MS06-002
3. MS06-003

For more information go to:

<http://www.microsoft.com/technet/security/Bulletin/MS06-jan.msp>

### **Step 2.**

Use Internet Explorer 6.0 service pack 2 with the following settings:

1. Click on TOOLS from the menu bar on Microsoft Internet Explorer.
2. Click on “INTERNET OPTIONS” selection
3. Click the "ADVANCED" tab
4. Scroll down to the "BROWSING" heading and **uncheck** the checkbox marked: "Show friendly HTTP error messages", if it is checked
5. Scroll down to "SECURITY" heading and **check** all the both boxes marked "SSL2.0", "SSL3.0", if they are not already checked
6. Click "Apply" then "OK"

Solution discovered David Heath – Williamsburg / Jamestown City Public Schools